

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**CONCESSIONAIRE/RUNNER
CIVIC CENTER**

GENERAL STATEMENT OF DUTIES

Performs clerical work in support of Civic Center concession operations. Employee reports to the Concessions Supervisor.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class performs clerical work to support the operations of the Civic Center concessions stands. Work involves preparing and providing food to Civic Center patrons. Work also involves maintaining a clean, safe work environment. Employee must exercise independent judgment, discretion, and initiative in completing assignments. Employee must also exercise tact and courtesy in frequent contact with City officials, employees and the general public. Work is performed under general supervision of the Concessions Supervisor and is evaluated through observation, conferences, review of work performed, and public approval.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

- Cleans the concession area.
- Prepares food and non-alcoholic beverages for consumption.
- Answers customers' questions about food and beverages served at the stand.
- Performs inventory count of food, beverages and supplies.
- Performs a variety of customer-service duties.
- Helps prepare the concession stand for special Civic Center events.
- Maintains inventory of supplies, equipment, food and beverages.
- Reconciles cash with reported sales.
- Performs a variety of clerical tasks to support the Concessions Supervisor.

ADDITIONAL JOB FUNCTIONS

- Performs other related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

- General knowledge of the methods of handling foods and beverages for concessions sales.

- General knowledge of the safe handling of industrial cooking equipment.

CONCESSIONAIRE/RUNNER

Ability to maintain high standards of personal cleanliness and cleanliness of facilities and meet required sanitation procedures.

Ability to perform moderately heavy physical labor for extended periods of time.

Ability to maintain complete and accurate records.

Ability to reconcile cash taken in with reports and receipts.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school and some food-service experience; or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Modified Pay Plan
Non-Exempt